Amendments to the Claims:

This listing of claims will replace all prior versions and listings of claims in the application:

Listing of Claims:

1-30 (Cancelled)

31. (Currently Amended) A computer-implemented method for training members of an organization, comprising the following steps executed on a computer:

receiving data regarding subject matter of a course;

establishing delivery criteria to prioritize delivery of the course;

forecasting future demand for the each course using the captured user data based on the delivery criteria;

scheduling delivery of the course;

managing the under and over-utilization of at least one of courses, instructors, facilities, delivery equipment or distance learning services by at least one of canceling, rescheduling or adding courses based on demand;

delivering a field test of the course to evaluate the course content;

training an instructor of the course prior to delivering the course;

delivering the course courses; and

collecting data during course delivery and preparation of delivery after course delivery; and

at least one of indexing and storing the course when it is no longer utilized.

planning course delivery,

capturing and storing user data in order to forecast demand,

~~creating a schedule for each course based on the forecasted demand,~~

32. (Currently Amended) The computer-implemented method according to claim 31, further comprising ~~at least one~~ the following steps executed on a computer [[of]]:

> monitoring data collected during course delivery,
>
> generating performance reports,
>
> ~~archiving course content,~~
>
> receiving requests for training,
>
> creating training proposals,
>
> creating cost forecasts,
>
> managing facilities and/or equipment used in ~~courses~~ the course,
>
> defining instructor certification criteria,
>
> monitoring instructor quality,
>
> determining whether course materials can be delivered to another locale, and ~~or~~
>
> providing information to communicate with the relevant target audience.

33. (Cancelled)

34. (Currently Amended) The computer-implemented method according to claim 31, ~~wherein delivering courses comprises at least one~~ further comprising the following steps executed on a computer [[of]]:

> ~~delivering a course to evaluate the effectiveness of the course content and/or presentation methods,~~
>
> ~~training instructors to deliver course content,~~
>
> ordering, reproducing, ~~and/~~or delivering course materials,
>
> preparing the course location for course delivery,

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~~delivering course instruction,~~

<u>at least one of</u> collecting student rosters ~~and/or~~ <u>or</u> assessments[[,]]<u>; and</u> ~~or~~

distributing student certificates.

35. (Currently Amended) The computer-implemented method according to claim 31, wherein delivering <u>the course</u> ~~courses~~ is followed by <u>the following steps executed on a computer:</u>

storing student assessments,

suggesting facility ~~and/or~~ equipment improvements, and

reviewing the quality of instruction.

36. (Currently Amended) The computer-implemented method according to claim 31 wherein delivering <u>the course comprises the following steps executed on a computer</u> ~~courses includes~~:

~~live instructor led training,~~

<u>delivering the course via</u> virtual instructor led training,

<u>delivering the course via</u> self-paced training delivered via computer, or

<u>delivering the course via</u> some combination thereof.

37. (Currently Amended) The computer-implemented method according to claim ~~33~~ <u>31</u>, wherein scheduling delivery of <u>the course</u> ~~courses includes~~ <u>comprises the following steps executed on a computer:</u>

managing information that includes instructor names, instructor skills, course location, course delivery method, estimated expenses for the course, or materials and equipment used, and

creating non-conflicting course sessions.

38. (Currently Amended) The computer-implemented method according to claim 34, wherein training <u>an instructor</u> ~~instructors~~ <u>of the</u> ~~to deliver content~~ comprises <u>the following steps executed on a computer:</u>

certification of knowledge of the subject matter of the course,

certification of presentation skills, and

certification of effective use of delivery mechanisms.

39. (Previously Presented) The computer-implemented method according to claim 31, wherein the method is implemented by at least one of:

outsourcing training to an independent entity that is acting according to a service level agreement, or

managing training internally by one of the units of the organization which meets performance metrics, allocates costs of the training, and bills other units for the training.

40. (Currently Amended) The computer-implemented method according to claim 31, wherein the ~~user data stored in order~~ delivery criteria used to forecast future demand is selected from the group consisting of:

course content,

course media type,

student demand,

instructors,

facilities,

equipment use, and

any combination thereof.